

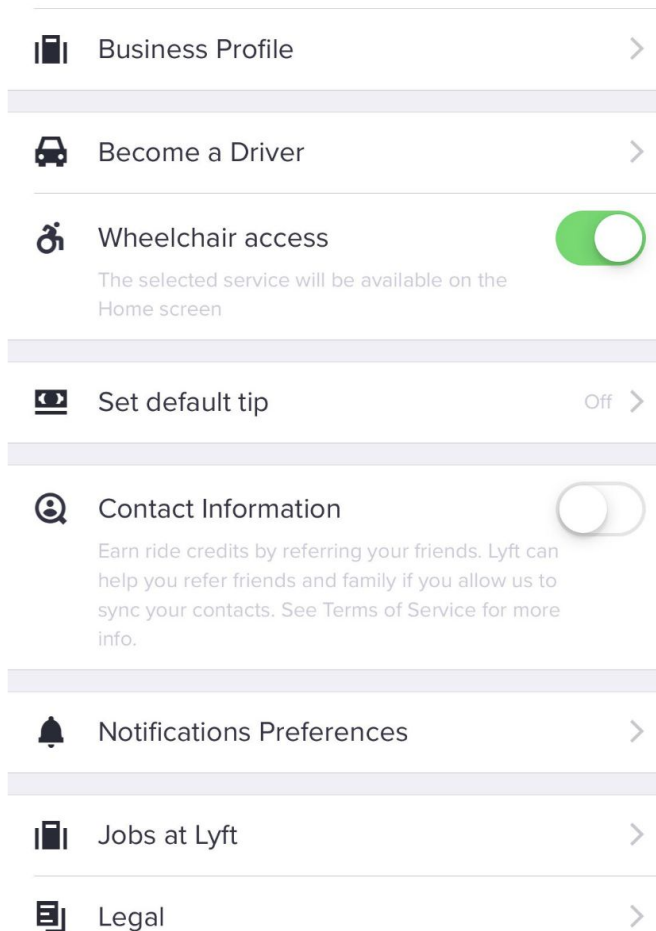
**Presentation of Lyft
Implementation of S.B. 1376
CPUC Workshop - December 5, 2018
R. 12-12-011**



Access Mode

To enable Access Mode:

1. Tap the menu icon in the top left corner
2. Scroll down and tap 'Settings'
3. Find 'Wheelchair access' in the menu
4. Slide the toggle to the right so it's green



Wheelchair Policy

Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view should be reasonably accommodated by drivers on the Lyft platform. Drivers should make every reasonable effort to transport the passenger and their wheelchair.

If you refuse to provide a ride to a passenger whose wheelchair could be reasonably accommodated, we'll follow up with you to find out why. Drivers who found to have unreasonably refused to transport passengers with lightweight wheelchairs that can be dismantled or folded are liable to be removed as drivers on the Lyft platform.

Skip to:

- [Accessibility tips](#)
- [Passenger transfer](#)
- [Wheelchair loading tips](#)
- [If a wheelchair doesn't fit](#)



3-Minute How-To: Service Animals



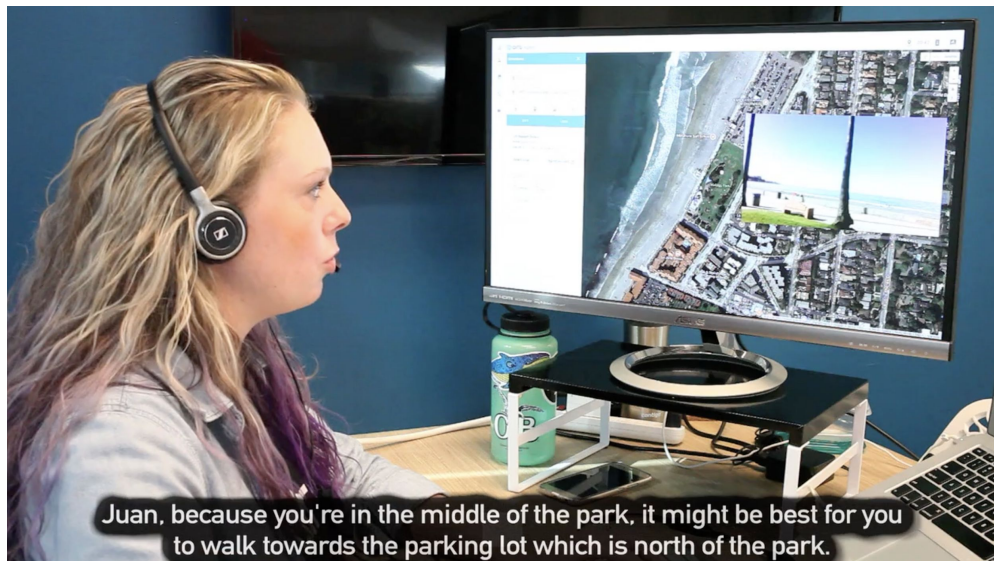
Watch later



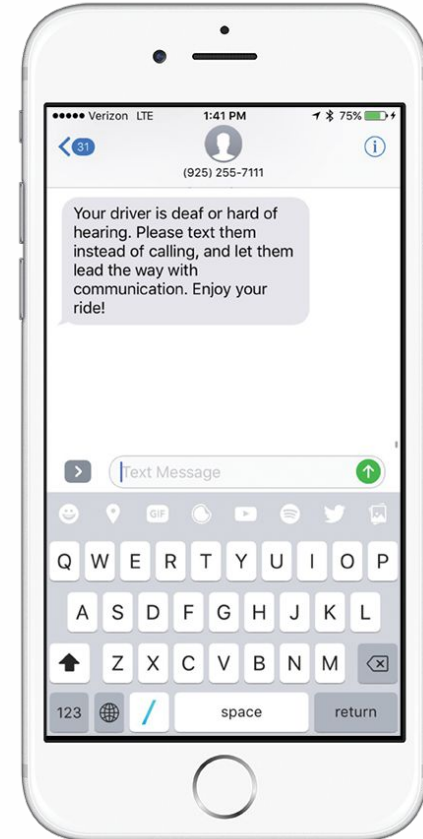
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Lyft and Aira



Empowering Lyft's Deaf and Hard of Hearing Community



Reported Complaints on the Platform Between Sept. 1, 2017 to Aug. 31, 2018

- Limited requests for accessible vehicles.
 - Access Mode refers passengers to available local paratransit services.
 - 0.03% of total rides are customer requests for accessible vehicles.
- Majority of complaints are alleged service animal refusals.
 - Lyft policy requires all drivers to accept riders with service animals.
 - Policy is part of driver training materials.
- How Lyft addresses accessibility-related complaints.
 - All drivers were deactivated pending an investigation.
 - Driver education and communication.
 - Deactivation if repeated violation.